



New Jersey Turnpike Authority

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July 1, 2015

TO ALL PROPOSERS:

RE: New Jersey Turnpike Authority
Request for Proposal
Employee Assistance Program Services

Response to Inquiries (Revised)

Dear Sir/Madam:

Below is the New Jersey Turnpike Authority's response to inquiries received with respect to the above-referenced Request for Proposal ("RFP").

Response to Inquiry:

1. How many employees you have and which health plan you have for core/major medical coverage?

ANSWER: 1,930 – Horizon BC/BS

2. Who is your current carrier?

ANSWER: Deer Oaks, San Antonio, Texas

3. What was your utilization for the past two years?

ANSWER: Average 8.18

4. What is your current PEPM rate?

ANSWER: \$1.51 PEPM

5. How many CIR's have you had in the past two years?

ANSWER: 1

6. How long has the current EAP vendor been providing EAP services to NJ Turnpike?

ANSWER: 5 years

7. Why is NJ Turnpike going out to bid at this time?

ANSWER: The current contract is expiring.

8. In regards to Question 17 under “Required Components of the Proposal” : How many employees does NJ Turnpike have that fall under the DOT regulations? How many DOT cases did you have in the last two years? Will you accept the DOT referrals to a Substance Abuse Professions as a separate case rate?

ANSWER: Approximately 800 employees between the Parkway and Turnpike possess a Commercial Drivers License

2014: 9 Cases

2015: 6 Cases

Current Rate is \$500.00 per requested session

9. Does the current program allow for legal, financial, childcare, eldercare and personal convenience assistance? If yes, how are these services currently being administered? Through a website or can their employees call and speak to lawyers, financial professionals for example? Are the childcare, eldercare services self-serve or does the program provide research and referrals? Would you like these services to be included in the proposed program?

ANSWER: Yes, It’s up to the proposer to detail how to administer these services.

10. What is the current Per Employee Per Month rate or annual contract dollar amount for the EAP?

ANSWER: See Question No. 4

11. Can NJ Turnpike provide an employee census (zip codes only) in order to produce a Geographic Access report?

ANSWER: Yes

12. How many hours of on-site Critical Incident Stress Management sessions, if any, were conducted over each of the last two contract years?

ANSWER: 4 hours - approximately

13. How many total training hours were used each of the last two years?

ANSWER: 80 hours

14. What is the total number of training hours included in the Authority’s current contract on an annual basis?

ANSWER: 58 hours (Revised)

15. Specifically has the Authority conducted training on alcohol use in the past (per question 8 on page 13)? How have these trainings been administered and by whom?

ANSWER: Yes, for the calendar year 2014, approximately four 2 hour sessions were conducted for supervisors and managers for the “signs and symptoms” of someone under the influence of drugs or alcohol. This was conducted by Deer Oaks. Nothing is scheduled for 2015.

16. Will the Authority accept a bank of hours that can be used toward various training hours and CISM onsite support?

ANSWER: Prefer separate banks

17. Will responses be emailed or posted on the NJ Turnpike’s website?

ANSWER: Responses will be emailed to proposers (on the Vendor List) and posted on the Authority’s website.

18. What are you currently paying for EAP and WorkLife services?

ANSWER: The annual fee is \$40,897.

19. What services are included in your EAP package? For example, do you have worklife services, legal/financial services and /or a wellness program?

ANSWER: All WorkLife Services, see the Scope of Services in the RFP.

20. What has the EAP client utilization rate been for the past two years? What is the average number of counseling session used per issue? Does the utilization rate include WorkLife services? If possible, please provide utilization reports for the past two years.

ANSWER: See Question No. 3. Yes, WorkLife services are included in the utilization rate.

21. How many hours of onsite supervisor training and employee seminars have been provided each year for the past three years?

ANSWER: See Question Nos. 13 and 14

22. Have you had critical incidents over the past three years requiring formal CISD assistance? If so, how many critical incidents have you had per year?

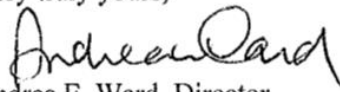
ANSWER: See Question No. 5

23. Regarding the question on page 13 of the RFP, #11 can you provide additional information about your expectations for functioning as a SAP for the Drug and Alcohol Policy?

ANSWER: Substance abuse professionals are mandated under the Federal Motor Carrier Safety Regulations, therefore, the SAP evaluates employees who have violated a DOT drug and alcohol program regulation and makes recommendations concerning education, treatment, follow-up testing and aftercare.

PROPOSALS ARE DUE ON MONDAY, JULY 6, 2015 at 4:30 PM EST.

Very truly yours,

A handwritten signature in black ink, appearing to read "Andrea Ward", is written over a horizontal line.

Andrea E. Ward, Director
Procurement and Materials Management